



**Quality of Service Monitoring  
at Dublin Airport  
January – May 2010**

Commission Notice 1/2010

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Commission for Aviation Regulation

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## **1. Quality of Service Monitoring Scheme**

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- 1.1 This section presents the results from the quality of service monitoring scheme at Dublin Airport from January – May 2010.
- 1.2 In the Final Determination on airport charges 2010 – 2014, CP4/2009, the Commission introduced a quality term to the price cap formula. Chapter 4 on quality of service explains the quality monitoring scheme. The Final Determination created a direct link between the price cap on airport charges at Dublin Airport and the quality of service delivered by the DAA by the inclusion of a quality of service term in the price cap. The service quality term can reduce the price cap by 3.5% in 2010, should the DAA not meet all quality targets.
- 1.3 There are thirteen service measures in the monitoring scheme. The Commission receives the results of the security search queue, the availability of the inbound and outbound baggage system from the DAA, a few weeks after the end of a month. The results from a passenger survey carried out by Airports Council International (ACI) for the first quarter are provided as soon as they are available after the end of a quarter.
- 1.4 To date the Commission has received results for five months (January to May 2010) for the measures of the security queue, the availability of the inbound and outbound baggage system plus the first quarter (January to March 2010) results for the ten service measures based on the ACI survey. The remainder of this section summarises the results of the thirteen quality measures.
- 1.5 From January to May 2010, the Commission has found that the DAA has delivered a quality of service that met the target levels of quality for eleven of the measures. The DAA did not meet two of the targets for service quality.

### **Measure of queue times at the security passenger search**

- 1.6 The DAA must ensure that passengers spend less than 30 minutes in the queue for security passenger search, in order for the quality target to be met. The financial penalty associated with the measure of the security queue time is applied for a day when passengers spend more than 30 minutes in the security queue.
- 1.7 The measure of the time spent by passengers in the security queue starts from the point at which a passenger joins the end of the queue (which may or may not be inside the queue area). The time spent by the passenger in the queue is measured until the queue end position where the passenger hands over their boarding card to be checked at the entrance to the security screening area.
- 1.8 The DAA met the quality target of 30 minutes from January to April 2010. However, the DAA did not meet the quality target on 15 May 2010, when the security queue was recorded as being of 34 minutes duration. The price cap in 2010 will be reduced by 0.05%.

- 1.9 Passengers experienced a queue of duration between 20 and 30 minutes on the following dates from January to May 2010: 4 January, 20 March, 31 March, 1 April, 7 April, 10 April, 11 April, 30 April, 1 May and 7 May.

#### **Measure of % time that the outbound baggage system is unavailable**

- 1.10 The DAA is responsible for the collection of the results relating to the availability of the outbound baggage facilities at Dublin Airport. The target for the measure of the outbound baggage system is to ensure that airlines or their groundhandlers are not denied access to the outbound element of the baggage handling system for more than 30 consecutive minutes due to a single event system failure. The DAA will have failed this measure of quality if a baggage belt connecting to a check-in area is unavailable for more than 30 minutes and the DAA is unable to provide an affected airline or groundhandler with access to an alternative baggage belt within 30 minutes of the DAA receiving notice that it requires access to an alternative baggage belt.
- 1.11 The DAA has met the quality target on the outbound baggage belt up to end May 2010. There were six days when there were delays greater than 30 minutes but this did not require an application of a penalty: 21 February and 4 May - the DAA made an alternative belt available to the airline/ground handler, 10 April and 21 May - check-in operations were able to continue, 16 April and 26 May - planned maintenance was carried out.

#### **Measure of time that the inbound system is available**

- 1.12 The quality target for the inbound baggage system is to ensure that it is available for greater than 99% of operational hours (currently defined as 7.00am until midnight). The quality target is defined in terms of quarters.
- 1.13 The DAA has met the quality target on the inbound baggage system for quarter 1 2010. From January to March 2010 the inbound baggage belt was available 99.91% of operational hours.

#### **Measures of quality based on the results of the ACI passenger survey**

- 1.14 The DAA met the quality targets on nine of the ten measures of quality that are based on the results of the ACI passenger survey. The DAA has failed to meet one of the measures based on the results from the ACI survey for quarter 1 2010: the measure of passenger satisfaction with communication/telecomm/e-facilities. The DAA scored 2.99 for the communications/telecommunications/e-facilities category which is below the target of 3.1. The price cap for 2010 will be reduced by 0.0625%.
- 1.15 The following table presents the results from the ACI survey for quarter 1 2010 compared against the targets set in the Final Determination.

<b>Service quality measure from ACI survey</b>	<b>Q1 2010 result</b>	<b>Target</b>
Cleanliness of airport terminal	3.92	3.6
Cleanliness of washrooms / toilets	3.7	3.3
Comfort of waiting / gate areas	3.11	3
Courtesy and helpfulness of security staff	3.98	3.8
Courtesy, helpfulness of airport staff	4.07	3.8
Ease of finding your way through airport	4.02	3.7
Feeling of being safe and secure	4	3.8
Flight information screens	4.1	3.8
Overall satisfaction (All Passengers)	3.86	3.5
Phone / Internet / IT facilities	2.99	3.1

Results for Q1 2010 (January to March 2010) from the ACI Survey on departing passengers at Dublin Airport.